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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/944,836	08/31/2001	Daniel Keele Burgin	FINL-002/00US	3316
22903	7590	07/21/2005	EXAMINER	
COOLEY GODWARD LLP ATTN: PATENT GROUP 11951 FREEDOM DRIVE, SUITE 1700 ONE FREEDOM SQUARE- RESTON TOWN CENTER RESTON, VA 20190-5061			TRAN, MYLINH T	
			ART UNIT	PAPER NUMBER
			2179	
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Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/944,836

Applicant(s)

BURGIN ET AL.

Examiner

Mylinh Tran

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 08 April 2005.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-39 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-39 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☐ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☒ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date 11-9-01
- 4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: _____

DETAILED ACTION

Applicant's Amendment filed 04/08/05 has been entered and carefully considered. However, the limitations of the amended claims have not been found to be patentable over prior art of record, therefore, claims 1-39 remain rejected under the same ground of rejection as set forth in Office Action mailed 01/04/05.

The IDS elements have been crossed out are not available to consider.

Please re-submit them for examiner to consider.

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

Claims 1-39 are rejected under 35 U.S.C. 103(a) as being unpatentable over Rofrano [US. 6,035,283] in view of Reisman [US. 6,658,464].

As to claims 1 and 13, Rofrano discloses a computer implemented method and corresponding apparatus for operating a browser associated with an end-user comprising the steps/means for receiving a request for end-user support (column 3, lines 33-52); determining a present navigation location for the end-user (column 3, lines 32-67); retrieving content from a content

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provider that corresponds to the determined present navigation location, wherein the retrieved content includes an embedded navigation link (column 5, lines 1-25); encoding the present navigation location (column 3, lines 1-50); encoding the embedded navigation link (column 3, lines 32-53); replacing the embedded navigation link included in the retrieved content with the encoding of the embedded navigation link (column 5, lines 1-35); an automated support system and an annotation server connected to the automated support system (column 3, lines 32-67 "a Sale Agent enters questions into a data collection tool or inference engine. These are questions that they would normally ask a generic customer if the customer were actually present....Each answers has ability to do two things, First is to store information about product features that would be appropriate if a customer selected that answers and secondly to link other lines of questioning....). The difference between the claim and Rofrano is the step of providing a modified content to the end-user, wherein the modified content includes a portion of the retrieved content and includes the encoding of the embedded navigation link that replaced the embedded navigation link; and providing the end-user support to the end-user; wherein at least a representation of the modified content and the end-user support are simultaneously viewable by the end-user and wherein an annotation server being configured to cause the first content portion and the second content portion to appear as if they both originated from a common domain. Reisman shows providing a modified

content to the end-user (column 40, line 59 through column 41, line 12); wherein the modified content includes a portion of the retrieved content and includes the encoding of the embedded navigation link that replaced the embedded navigation link (column 41, lines 13-67); and providing the end-user support to the end-user (column 42, lines 31-56); and wherein at least a representation of the modified content and the end-user support are simultaneously viewable by the end-user (column 42, line 56 through column 43, line 12) and wherein an annotation server being configured to cause the first content portion and the second content portion to appear as if they both originated from a common domain (column 42, line 30 through column 43, line 24), Reisman also shows a first domain and second domain at column 39, lines 30-45 by citing "Local pages 140, with relevant Web page URLs replaced with appropriate local paths or other local resource locators...". URL is the first domain which is replaced by local path (second domain).

It would have been obvious to one of ordinary skill in the art, having the teachings of Rofrano and Reisman before them at the time the invention was made to modify the navigation link as taught by Rofrano to include the modified content of Reisman, in order to provide the end user with an interactive and intelligent support session as taught by Reisman.

As to claim 2, Rofrano fails to clearly teach identifying the embedded navigation link. However, Reisman discloses identifying the embedded navigation link at column 48, lines 12-38. It would have been obvious to one

of skill in the art, at the time the invention was made, to combine Reisman's teaching of the embedded navigation link to Rofrano. Motivation of the combination would have been to help the end user to locate the navigation link.

As to claim 3, Rofrano teaches the retrieved content being provided in a first frame of a browser window and the end-user support is provided in a second frame of the browser window, and wherein the first frame and the second frame are simultaneously displayable within the browser window (column 3, lines 40-50).

As to claim 4, Rofrano also teaches receiving at the first frame a notice of a navigation event that occurred at the second frame (column 3, lines 55-67).

As to claim 5, Rofrano fails to clearly teach receiving an indication that the embedded navigation link has been selected by the end-user. However, Reisman shows receiving an indication that the embedded navigation link has been selected by the end-user (column 48, lines 10-63). It would have been obvious to one of skill in the art, at the time the invention was made, to combine Reisman's teaching of the indication to Rofrano. Motivation of the combination would have been to help the end user to locate the navigation link.

As to claim 6, Rofrano fails to clearly teach decoding the embedded navigation link, passing the decoded embedded navigation link to the content provider, receiving content corresponding to the decoded embedded

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navigation link and providing the received content to the end user. However, Reisman discloses decoding the embedded navigation link (column 47, line 18 through column 48, line 39); passing the decoded embedded navigation link to the content provider (column 45, lines 23-65); receiving content corresponding to the decoded embedded navigation link (column 48, lines 10-45); and providing the received content to the end-user (column 47, lines 18-40). It would have been obvious to one of skill in the art, at the time the invention was made, to combine Reisman's teaching to Rofrano. Motivation of the combination would have been to help the end user to locate the navigation link.

As to claim 7, Rofrano provides providing automated end-user support (column 3, lines 34-52).

As to claim 8, Rofrano fails to clearly teach changing one of the first domain and the second domain so that the embedded navigation link and the end-user support appear to originate from a common domain. However, Reisman also provides changing one of the first domain and the second domain so that the embedded navigation link and the end-user support appear to originate from a common domain (column 42, line 30 through column 43, line 24). It would have been obvious to one of skill in the art, at the time the invention was made, to combine Reisman's teaching of the first and second domain to Rofrano. Motivation of the combination would have been circumvent the consistent page domain security requirement.

As to claim 9, Rofrano fails to clearly teach masking one of the first transport protocol and the second transport protocol so that content associated with the embedded navigation link and the end-user support appears to be subject to the same transport protocol. However, Reisman demonstrates masking one of the first transport protocol and the second transport protocol so that content associated with the embedded navigation link and the end-user support appears to be subject to the same transport protocol (column 21, line 35 through column 22, line 13). It would have been obvious to one of skill in the art, at the time the invention was made, to combine Reisman's teaching of the masking to Rofrano. Motivation of the combination would have been to have both the automated agent and the content provider can appear simultaneously within a single browser frame set.

As to claim 10, Rofrano fails to clearly teach providing the second navigation link to the end-user without encoding. However, Reisman also demonstrates providing the second navigation link to the end-user without encoding (column 47, lines 18-67). It would have been obvious to one of skill in the art, at the time the invention was made, to combine Reisman's teaching of the second navigation link to Rofrano. Motivation of the combination would have been to help the end user to locate the navigation link.

As to claim 11, Rofrano fails to clearly teach passing the second navigation link directly to an associated content provider responsive to selection of the second navigation link by the end-user. However, Reisman discloses passing

the second navigation link directly to an associated content provider responsive to selection of the second navigation link by the end-user (column 47, line 40 through column 48, line 40). It would have been obvious to one of skill in the art, at the time the invention was made, to combine Reisman's teaching of the second navigation link to Rofrano. Motivation of the combination would have been to help the end user to locate the navigation link.

As to claim 12, Rofrano fails to clearly teach forwarding the second navigation link to an associated content provider responsive to selection of the second navigation link by the end-user. However, Reisman also discloses providing the second navigation link comprising: forwarding the second navigation link to an associated content provider responsive to selection of the second navigation link by the end-user (column 49, line 46 through column 50, line 15). It would have been obvious to one of skill in the art, at the time the invention was made, to combine Reisman's teaching to Rofrano. Motivation of the combination would have been to help the end user to locate the navigation link.

As to claim 14, Rofrano fails to clearly teach the common domain being a third domain. However, Reisman teaches the common domain being a third domain (column 42, line 30 through column 43, line 24). It would have been obvious to one of skill in the art, at the time the invention was made, to combine Reisman's teaching of third domain to Rofrano. Motivation of the

combination would have been circumvent the consistent page domain security requirement.

As to claims 15 and 16, Rofrano also teaches the automated support system comprising a profiler application and a roles module; and a skills module in communication with the roles module (column 3, line 32 through column 4, line 50).

As to claim 17, Rofrano shows the automated support system comprising a resource data module (column 3, lines 1-23).

As to claim 18, Rofrano also shows a dialogue module and a social skill module (column 3, lines 52-65).

As to claims 19, 20 and 25, the claims are analyzed with previously discussed with respect to claims 1 and 8. Rofrano discloses a computer implemented method and corresponding apparatus for operating a browser associated with an end-user comprising the steps/means for receiving a request for end-user support (column 3, lines 33-52); determining a present navigation location for the end-user (column 3, lines 32-67); retrieving content from a content provider that corresponds to the determined present navigation location, wherein the retrieved content includes an embedded navigation link (column 5, lines 1-25); encoding the present navigation location (column 3, lines 1-50); encoding the embedded navigation link (column 3, lines 32-53); replacing the embedded navigation link included in the retrieved content with the encoding of the embedded navigation link

(column 5, lines 1-35); an automated support system and an annotation server connected to the automated support system (column 3, lines 32-67 "a Sale Agent enters questions into a data collection tool or inference engine. These are questions that they would normally ask a generic customer if the customer were actually present....Each answer has ability to do two things, First is to store information about product features that would be appropriate if a customer selected that answer and secondly to link other lines of questioning....). The difference between the claim and Rofrano is the step of providing a modified content to the end-user, wherein the modified content includes a portion of the retrieved content and includes the encoding of the embedded navigation link that replaced the embedded navigation link; and providing the end-user support to the end-user; wherein at least a representation of the modified content and the end-user support are simultaneously viewable by the end-user and wherein an annotation server being configured to cause the first content portion and the second content portion to appear as if they both originated from a common domain. Reisman shows providing a modified content to the end-user (column 40, line 59 through column 41, line 12); wherein the modified content includes a portion of the retrieved content and includes the encoding of the embedded navigation link that replaced the embedded navigation link (column 41, lines 13-67); and providing the end-user support to the end-user (column 42, lines 31-56); and wherein at least a representation of the modified content and the

end-user support are simultaneously viewable by the end-user (column 42, line 56 through column 43, line 12) and wherein an annotation server being configured to cause the first content portion and the second content portion to appear as if they both originated from a common domain (column 42, line 30 through column 43, line 24). It would have been obvious to one of ordinary skill in the art, having the teachings of Rofrano and Reisman before them at the time the invention was made to modify the navigation link as taught by Rofrano to include the modified content of Reisman, in order to provide the end user with an interactive and intelligent support session as taught by Reisman.

As to claims 21 and 26, Rofrano fails to clearly teach encoding the first of the plurality of embedded links so that the first of the plurality of links appears to be associated with a second domain; wherein the second domain is different from the first domain. However, Reisman shows encoding the first of the plurality of embedded links so that the first of the plurality of links appears to be associated with a second domain; wherein the second domain is different from the first domain (column 42, line 30 through column 43, line 24). It would have been obvious to one of skill in the art, at the time the invention was made, to combine Reisman's teaching to Rofrano. Motivation of the combination would have been to improve the responsiveness of the automated agent.

As to claims 22 and 27, Rofrano fails to clearly teach receiving a request for end-user support and determining a present navigation location associated with the browser, Reisman teaches passing a fetch request to the content provider for data related to the present navigation location. However, Reisman teaches passing a fetch request to the content provider for data related to the present navigation location (column 5, lines 10-36). It would have been obvious to one of skill in the art, at the time the invention was made, to combine Reisman's teaching of a request for end-user support to Rofrano. Motivation of the combination would have been to help the end user to locate the navigation link.

As to claims 23 and 28, Rofrano fails to clearly teach providing for display in the browser window an interactive content; wherein the interactive content originates from a second domain. However, Reisman provides providing for display in the browser window an interactive content; wherein the interactive content originates from a second domain (column 34, line 39 through column 35, line 20). It would have been obvious to one of skill in the art, at the time the invention was made, to combine Reisman's teaching of displaying in the browser window an interactive content to Rofrano. Motivation of the combination would have been circumvent the consistent page domain security requirement.

As to claims 24 and 29, Rofrano fails to clearly teach encoding the first of the plurality of links so that it appears to have originated from the second

domain. However, Reisman provides encoding the first of the plurality of links so that it appears to have originated from the second domain (column 36, line 60 through column 37, line 13). It would have been obvious to one of skill in the art, at the time the invention was made, to combine Reisman's teaching to Rofrano. Motivation of the combination would have been circumvent the consistent page domain security requirement.

As to claims 30 and 36, the claim is analyzed with previously discussed with respect to claim 1. Rofrano discloses a computer implemented method and corresponding apparatus for operating a browser associated with an end-user comprising the steps/means for receiving a request for end-user support (column 3, lines 33-52); determining a present navigation location for the end-user (column 3, lines 32-67); retrieving content from a content provider that corresponds to the determined present navigation location, wherein the retrieved content includes an embedded navigation link (column 5, lines 1-25); encoding the present navigation location (column 3, lines 1-50); encoding the embedded navigation link (column 3, lines 32-53); replacing the embedded navigation link included in the retrieved content with the encoding of the embedded navigation link (column 5, lines 1-35); an automated support system and an annotation server connected to the automated support system (column 3, lines 32-67 "a Sale Agent enters questions into a data collection tool or inference engine. These are questions that they would normally ask a generic customer if the customer were actually

present....Each answers has ability to do two things, First is to store information about product features that would be appropriate if a customer selected that answers and secondly to link other lines of questioning....). The difference between the claim and Rofrano is the step of providing a modified content to the end-user, wherein the modified content includes a portion of the retrieved content and includes the encoding of the embedded navigation link that replaced the embedded navigation link; and providing the end-user support to the end-user; wherein at least a representation of the modified content and the end-user support are simultaneously viewable by the end-user and wherein an annotation server being configured to cause the first content portion and the second content portion to appear as if they both originated from a common domain. Reisman shows providing a modified content to the end-user (column 40, line 59 through column 41, line 12); wherein the modified content includes a portion of the retrieved content and includes the encoding of the embedded navigation link that replaced the embedded navigation link (column 41, lines 13-67); and providing the end-user support to the end-user (column 42, lines 31-56); and wherein at least a representation of the modified content and the end-user support are simultaneously viewable by the end-user (column 42, line 56 through column 43, line 12) and wherein an annotation server being configured to cause the first content portion and the second content portion to appear as if they both originated from a common domain (column 42, line 30 through column 43,

line 24). It would have been obvious to one of ordinary skill in the art, having the teachings of Rofrano and Reisman before them at the time the invention was made to modify the navigation link as taught by Rofrano to include the modified content of Reisman, in order to provide the end user with an interactive and intelligent support session as taught by Reisman. Besides, Rofrano teaches a knowledge database at column 3, lines 5-20.

As to claim 31, Rofrano also teaches a data collection module in communication with the end-user support knowledge database, the automated support server, and the live support system (column 3, lines 1-60).

As to claims 32 and 37, Rofrano fails to clearly teach a report and analysis module in communication with the end-user support knowledge database. However, Reisman demonstrates a report and analysis module in communication with the end-user support knowledge database (column 6, lines 39-65). It would have been obvious to one of skill in the art, at the time the invention was made, to combine Reisman's teaching of a report to Rofrano. Motivation of the combination would have been to provide the end user with an interactive and intelligent support session.

As to claims 33 and 38, Rofrano fails to clearly teach an annotation server in communication with the automated support server. However, Reisman also demonstrates an annotation server in communication with the automated support server (column 7, lines 30-65). It would have been obvious to one of

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skill in the art, at the time the invention was made, to combine Reisman's teaching of an annotation server to Rofrano. Motivation of the combination would have been to provide the end user with an interactive and intelligent support session.

As to claims 34 and 39, Rofrano discloses a content provider in communication with the automated support server (column 3, lines 1-50).

As to claim 35, Rofrano also discloses the secondary support system comprising a live support system (column 5, lines 1-35).

Response to Arguments

Applicant argues Rofrano and Reisman do not disclose retrieving content that includes an embedded navigation link associated with a first domain and encoding the embedded navigation link so that it appears to be associated with a second domain to provide seamless end-user support at the user's present navigation location. However, Reisman teaches the retrieved content including an embedded navigation link at column 40, lines 59-67 "such mechanism allow a standard browser to be used to view content and select links to follow to additional content. In simple embodiments, when the link target is locally resident, it may be automatically handled by the standard browser....the link can pursuant to the invention, be coded to cause the browser to invoke the transporter as a helper application. This is described more fully in the selection below headed "Link Management" Applicant also argues Rofrano and Reisman fail to teach or suggest the claimed

combination for a system for providing content to a browser, wherein a first content portion originates from a first domain and a second content portion originates from a second domain, comprising an automated support system, and an annotation server connected to the automated support system, wherein the annotation server is configured to encode either the first content portion or the second content portion to appear as if they both originated from a common domain. Reisman teaches the feature at column 39, lines 30-48, "A content provider maintains a Web site server 132, connected to the Internet via line 134, as a point of presence on the World Wide Web, and, additionally, a web package server 136 which is in communication with Web site server 132 and is equipped and configured for direct telephone access by usersWeb server 132 supplies web pages 138 to the Internet and selected Web pages or Web page excerpts are supplied to the web package server 136 to serve as local pages 140. Local pages 140, with relevant Web page URLs (first domain) replaced with appropriate local paths or other local resource locators (second domain)..."

Regarding claims 20 and 25, Applicant has argued Rofrano and Reisman fail to teach or suggest the claimed method for displaying content in a browser window, comprising receiving data from a content provider, wherein the received data includes a plurality of embedded links associated with a first domain, identifying each of the plurality of embedded links encoding a first of the plurality of embedded links so that they appear to be associated with a

second domain, and providing for display in the browser window at least a representation of at least a portion of the received data, wherein the first of the plurality of embedded links is encoded responsive to the first of the plurality of links being associated with the first domain. However, Reisman teaches the retrieved content including an embedded navigation link at column 40, lines 59-67 "such mechanism allow a standard browser to be used to view content and select links to follow to additional content. In simple embodiments, when the link target is locally resident, it may be automatically handled by the standard browser....the link can pursuant to the invention, be coded to cause the browser to invoke the transporter as a helper application. This is described more fully in the selection below headed "Link Management". Applicant also argues Rofrano and Reisman fail to teach or suggest a data collection module that records a set of data related to an actual end-user support session. However, Rofrano shows the feature at column 3, lines 32-67 "a Sale Agent enters questions into a data collection tool or inference engine. These are questions that they would normally ask a generic customer if the customer were actually present....Each answers has ability to do two things, First is to store information about product features that would be appropriate if a customer selected that answers and secondly to link other lines of questioning....."

Regarding claims 30 and 36, Applicant argues Rofrano and Reisman fail to teach or suggest the claimed combination of elements for providing end-user

support, including an end-user support knowledge data base, and automated support server in communication with the end-user support knowledge database, and a secondary support system in communication with the end-user support knowledge database, and a data collection module in communication with the end-user support knowledge database, the automated support server, and the secondary support system, wherein the data collection module records a set of data related to an actual end-user support session; and wherein both the automated support server and the secondary support system are configured to access the end-user support knowledge database to provide end-user support. However, Rofrano teaches receiving a request for end-user support (column 3, lines 33-52); determining a present navigation location for the end-user (column 3, lines 32-67); retrieving content from a content provider that corresponds to the determined present navigation location, wherein the retrieved content includes an embedded navigation link (column 5, lines 1-25); encoding the present navigation location (column 3, lines 1-50); encoding the embedded navigation link (column 3, lines 32-53); replacing the embedded navigation link included in the retrieved content with the encoding of the embedded navigation link (column 5, lines 1-35); an automated support system and an annotation server connected to the automated support system (column 3, lines 32-67 "a Sale Agent enters questions into a data collection tool or inference engine. These are questions that they would normally ask a

generic customer if the customer were actually present....Each answers has ability to do two things, First is to store information about product features that would be appropriate if a customer selected that answers and secondly to link other lines of questioning....").

THIS ACTION IS MADE FINAL. Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Mylinh Tran. The examiner can normally be reached on Mon - Thu from 7:00AM to 3:00PM at 571-272-4141.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Heather Herndon, can be reached at 571-272-4136.

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The fax phone numbers for the organization where this application or proceeding is assigned are as follows:

703-872-9306


and / or:

571-273-4141 (use this FAX #, only after approval by Examiner, for "INFORMAL" or "DRAFT" communication. Examiners may request that a formal paper / amendment be faxed directly to them on occasions).

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Mylinh Tran

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HEATHER R. HERNDON
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2100